**Skills:** *Languages/Scripts*: C#, Java, JavaScript, JQuery, CSS, HTML, XHTML, SQL, PHP, C/C++, Scheme, Python

*Development Applications/Frameworks*: MS Visual Studio, MS SQL Server Management Studio, ASP, .NET Framework, Tortoise SVN, GIT, Adobe Photoshop, OnBase EMC, Ektron CMS, Adobe Contribute CMS, Eclipse IDE, TextPad, Sublime Text, VIM, MyPhpAdmin, MySQL, Mercurial Source Control Management (SCM), Visual Log Parser, Rational XDE Tester, DropBox, SparkleShare, Microsoft Office: Word, Excel, and Access

*Design/User Experience Applications/Frameworks:* Bootstrap, Balsamiq, Paint.NET, GIMP, Selenium Web Automation Tester, Violet UML, Adobe Photoshop, Adobe Dreamweaver, MS Visio, Microsoft Office Publisher

*Platforms*: Windows: 10, 8, 7, Vista, XP, 2000; Android; UNIX

**Employment**

**History:** *Application System Analysts – NAU ITS Flagstaff, AZ Feb 2014 – Present*

* + - * Developed and tested robust web applications ensuring compatible use across multiple web browsers
      * Interviewed, trained, and mentored Apprentice Programmers in system complexities and coding standards
      * Interviewed, trained, and mentored Apprentice Testers in testing standards, QA, and accessibility
      * Assisted in helping maintain three tiered development environment to remain stable and synced
      * Manage and review Apprentice Programmer code for merger into three tiered development environment
      * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages

*Computer Programmer, Assistant – Extended Campuses, NAU Flagstaff, AZ Nov 2011 – Jan 2014*

* + - * Assisted co-workers with questions, coding issues, and development processes. Including training in Ektron CMS
      * Mentored and assisted student workers about system complexities and coding standards
      * Assisted in helping maintain three tiered development environment to remain stable and synced
      * Manage and review Apprentice Programmer code for merger into three tiered development environment
      * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * Developed and tested robust web applications ensuring compatible use across multiple web browsers

*Student Worker Web Programmer – Extended Campuses, NAU Flagstaff, AZ Nov 2010 – Nov 2011*

* + - * Resolved technical and software-related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * Developed and tested robust web applications ensuring compatible use across multiple web browsers
      * Worked with three tiered development environment, all code had to be reviewed by full-time developer
      * Generated reports based on web entry log files
      * Designed and proposed new database scheme to integrate into existing web application

*Level 2-Software Engineer Co-op – IBM Tucson Tucson, AZ May 2008 – August 2008*

* + - * Diagnosed technical issues of DFSMS Partitioned Data Sets Extended (PDSE) from IBM clients
      * Learned the procedure of dispatching to a Problem Management Record, a customer submitted problem record
      * Cooperatively worked with team member to evaluate and resolve errors in department notification programs
      * Collaborated, remotely, with other IBM Employees from Poughkeepsie, NY and Raleigh, NC

*GUI Automation Tester Intern – IBM Tucson Tucson, AZ May 2005 – August 2005*

* + - * Ensured the GUI for a web-based server site executed flawlessly by using and testing with Rational XDE Tester
      * Supervised over colleague’s education over Java coding and Rational XDE Tester software
      * Presented Rational XDE Tester software to managers and co-workers alongside colleague

**Education:** Bachelor of Science: Computer Science – Northern Arizona University Flagstaff, AZ May 2012

**Interest:** Studying and understanding user interface principles to integrate the ideals of functionality and design. Develop and modify program applications with efficient functionality. Apply/develop program applications and web pages with aesthetic design practices. Develop marketing materials and design elements.

May 1, 2018

Director of Enterprise Information Services  
Northern Arizona University  
Flagstaff, Arizona 86011

To the Director of Enterprise Information Services:

My name is Talbert Tso; I am currently employed as an Application Systems Analyst (ASA) for Northern Arizona University Information Technology Services (NAU ITS) Business Processes and Project Management Team. I am writing to you today to express my interest in the Quality Assurance and Change Management Team Lead position. I believe that my interest in the testing phase of project development, my involvement in the hiring process for the NAU EIS Application Development Team’s Apprentice Tester group, and experience working with Extended Campuses’ three developing environments makes me a preferred leader to leading and managing this team.

During my course work as a Computer Science undergraduate for NAU, one course in particular, Advance User Interface, expressed the importance to testing software applications during the development process. The professor explained that most high level businesses spend a lot of time and money in the development process that only a small percentage of the total process timeline is allocated for testing. However, it is in the testing phase that make the difference between a working application and a used application. It was also during this time that I was introduced to the formal types of testing; Functional Testing, Compatibility Testing, Unit Testing, Usability Testing, and Acceptance Testing. I applied many of these methodologies during my time developing for Extended Campuses. This helped me ensure our websites were highly useable on all web browser.

During my time when the team transition to Application Development Team, a request came to create and hire a team of student workers specifically for the purpose of testing developed applications and possibly help out with test groups. I felt with my experience being a intern tester for IBM, a developer for EC/ADT, and my NAU course work I could be an asset in assessing the applicants for the student worker position. I championed the process. I wrote up the job description and reviewed it with my supervisor to ensure that the roles and responsibilities were going to be in line with our team goals and expectations. After announcements were made and flyers distributed, I became the point of contact for the students to submit their applications. For each, student that completed their application, we offered an interview. I organized the meeting space and the participants for each interview we conducted; this included one to three student workers and two to three full-time employees on the hiring committee. After all the interviews were completed we had a team of five student workers from various backgrounds and college year levels. Each one brings in a new perspective to Testing Apprentice team. Some were more advanced in communication and other more on the technical knowledge level. Each one, in turned, helped one another to fulfill the roles and responsibilities of an Apprentice Tester.

During my seven years working for Extended Campuses I worked with and help maintain the three tiered development environment. As a student worker, I learn the process of using the development environment to submit my code then request a full-time programmer to review my code and merge into the test environment. If the developed code was good enough the full-time programmer would merge into the production environment, where the task was then placed into final review. Later when I became a full-time programmer myself, I became the one to review Apprentice Programmers code. It was my responsibility to make sure that their code followed our development standards and seek possible errors the apprentice may have missed. To make sure I was efficient at this process, I asked each apprentice to fill out an email form for me to follow when they request I merge to test. This form included revision numbers, what areas/files were changed, and what I should expect as the result of the change. This process allowed me a quick turnaround for the apprentice so they may continue working and possibly tackle more projects.

In summary, I believe that my many years of experience developing for NAU have provided me the skill set to implement testing methodologies to ensure quality assurance; as well as, the knowledge to maintain development environments.

Sincerely,

Talbert Tso

**References:** **Jason Robinson**

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